

NON-MEDICAL HOME CARE AGENCY CHECKLIST

Name of Non-Medical Home Care Agency:

This is an unregulated industry and it is up to the consumer to determine suitability.

Address:

Phone Number:

Date of Visit:

Agency	Yes	No	Comments
Can the agency show proof of being bonded, insured, and having worker's compensation insurance?			
Can the agency provide reference (clients, hospitals, businesses)?			
Are state and national criminal background checks conducted on owners and all employees, What crimes will disqualify a potential employee?			
Are personal and business reference checks done as a part of screening job applicants?			
How are competencies assessed? (Certification? Agency test? Interview? Prior experience?)			
What are the qualifications of the person who meets with the client for the first time to assess needs?			
Will there be a written personalized treatment plan detailing specific tasks to be carried out by the caregiver to meet needs?			
Are supervisors assigned to monitor job quality? Do supervisors have unannounced visits? How often? How is supervision done-phone, report, site visit?			
What is the process if we are unhappy with the services provided?			
Do agency staff who come into my home carry or present photo ID?			
Can services be provided 24/7 if necessary?			
If the regular caregiver cannot work, is a substitute guaranteed?			
Be sure that you know the terms and conditions for hours, costs, payments, and the procedures for an emergency plan.			

Non-Medical Home Care agencies are not required by state law to have potential employees drug tested or medically examined. Employees are not required by state law to have flu shots or other vaccinations. Some agencies may screen for a negative TB test.



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